



# Refund Policy

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## 1. Purpose

This policy outlines refunds applicable to fees paid to Methodist Ladies' College ("MLC" or "the College") under the terms of the written Enrolment Agreement and the associated Terms & Conditions of Enrolment. It seeks to ensure compliance with Standard 3.4.2 of the National Code and other applicable sections of the Education Services for Overseas Students Act (ESOS) Act.

A copy of this policy is provided to the parent(s) or legal guardian of the student at a reasonable time prior to an Enrolment Agreement being signed.

## 2. Scope

This policy applies to refunds associated with MLC's International Student Program.

Any service fees a parent(s)/legal guardian(s) pays directly to a third party are not within the scope of this refund policy.

"International Student" has the same meaning as "overseas student" in Section 1.1.3 of the Education and Training Reform Act 2006 (Vic).

## 3. Policy Principles

### 3.1 Refunds

The College will provide a refund to an International Student or intending International Student in the event that the default is by the student or the College and the College is required under the provisions of the ESOS Act, to provide a refund.

Fees are payable according to the *MLC Terms and Conditions of Enrolment*, and the *International Student - Additional Terms and Conditions of Enrolment*. A schedule of *International Student Fees and Charges* is available on the MLC website along with a sample *International Student Enrolment Agreement*.

Application and enrolment fees are non-refundable.

All notifications of withdrawal from a course, or applications for a refund, must be made in writing and submitted to the Principal.

A refund of Overseas Student Health Cover (OSHC), which has been paid by the school on behalf of the student is obtained by the student/parent applying directly to the Overseas Student Health Cover Insurance Provider.

### 3.2 Student default because of a Visa refusal

If a student's Visa application is refused by the Department of Home Affairs and the student cannot undertake the course, MLC will refund within four weeks of written notice received any unspent fees where the student or her parent(s)/legal guardian(s) produces evidence that the application made by the student for a student Visa has been refused by the Australian immigration authorities, minus the lesser of 5% of the amount of tuition fees received or AUD\$500, as prescribed by the relevant Legislative Instrument (s.10 ESOS Act).

### 3.3 Student default

A maximum of one Term's tuition fees and one Term's Boarding fees will be retained where a student's enrolment is cancelled for any of the following reasons:

- (a) Failure to maintain satisfactory course progress (visa condition 8202). See *International Student – Course Progress and Attendance Policy*
- (b) Failure to maintain satisfactory attendance (visa condition 8202). See *International Student – Course Progress and Attendance Policy*
- (c) Failure to maintain approved welfare and accommodation arrangements (Visa condition 8532). See *International Student – Students Under 18 Policy*
- (d) Failure to pay course fees
- (e) Any behaviour identified as resulting in enrolment cancellation in MLC's *Student Code of Conduct*.

Any unspent pro-rata fees will be refunded within three months.

### 3.4 Provider default

If for any reason MLC is unable to offer a course on an agreed starting date for the course and the student for some reason cannot be placed or refuses placement in an alternative course arranged by MLC, a full refund of any unspent fees paid to MLC will be made within 14 days of the agreed course starting date.

If for any reason MLC is unable to continue offering a course after the student commences the course, and the student for some reason cannot be placed, or refuses placement in an alternative course arranged by MLC, a full refund of any unspent fees paid to MLC will be made within 14 days of the MLC's default day.

In the event that MLC is unable to fulfil its obligations of providing an agreeable alternative course date for the student, or a refund, the student and her parent(s)/legal guardian(s) will receive advice to seek assistance from the Australian Government's Tuition Protection Service. For information on the TPS see: <https://tps.gov.au/StaticContent/Get/StudentInformation>.

### 3.5 Change of Visa status of the student

If a student changes Visa status (e.g. becomes a temporary or permanent resident) her parent(s)/legal guardian(s) may request a change from International Full Fee tuition fees to Local tuition fees. Fee status will be updated on receipt of a copy of the visa and a refund will be issued when notification is received in advance of the Australian Government Census date for Non-Government Schools (first Friday in August each year).

### 3.6 Student withdrawal

If the required notice is provided, unspent pro-rata fees will be refunded within three months:

- (a) To the person/s who made the relevant payment or signatories on the offer of enrolment.
- (b) In Australian dollars and the payment sent to the parent(s)/legal guardian(s) home country to the originating payment account.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of the student to act under the Australian Consumer Law if the Australian Consumer Law applies.

This refund policy may be varied by the College at its discretion.

## 4 Governance

DOCUMENT DETAILS		
<b>Title:</b>	MLC International Student – Refund Policy	
<b>Author(s):</b>	Admissions Manager	
<b>Approver:</b>	Vice Principal	
<b>Owner (responsible for review):</b>	Admissions Manager	
<b>Other staff involved in review:</b>	Director of Corporate Services, Compliance Manager	
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VERSION CONTROL		
Version	Date	Description
V1	Oct 2019	To meet the requirements of the Education Services for Overseas Students (ESOS) 2018 National Code associated with International Students, and VRQA requirements
V2	April 2024	Updates to policy formal
AUDIENCE		PUBLICATION LOCATION
Staff with responsibilities for International Students		MLC Staff Hub
Parents of International Students		myMLCfamily.net
External		External website